

DEPARTMENT OF COMMUNITY SERVICES AND DEVELOPMENT

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LIHEAP SERVICE PROVIDERS COMMITTEE MEETING

**Community Services & Development Department
700 North 10th Street
Sacramento, CA.**

**Thursday, May 1, 2008
10am – 2pm**

Conference Call # 1-888-447-7153 – Pin 5653559#

Roll Call - Guests - Approval of Minutes (5 min)

Director's Report (10 min)

Chair's Report (10 min)

Energy Council Reports

- * **Solar Project - Arleen Novotney and CSD (30 min)**
- * **Fund Allocation Formula Committee -
Val Martinez (30 min)**
- * **LIHEAP Contract & Weatherization Committee -
Kathy Kifaya (20 min)**
- * **Leveraging with Utility Companies -
Val Martinez (10 min)**
- * **Automation Update - Dennis Osmer (10 min)**

Lunch - CSD Website Updates – Steve Wittmann (30 min)

Resource Allocation Planning Roundtable – Facilitated group discussion - Val Martinez (35 min)

**Creation of a Peer-To-Peer Resource Bank
Louise Perez and Tim Reese-Cal/Neva (30 min)**

Association Updates (10 min)

Topics for Next Meeting and Announcements (10 min)

Adjournment

Val Martinez called the meeting to order at 10am and roll was taken.

Roll Call and Approval of Minutes

Amador-Tuolumne Community Action Agency
Bay Area Poverty Resource Council
Campesinos Unidos, Inc.
Central Coast Energy Services, Inc.
Central Valley Opportunity Center Inc.
Community Action Agency of Butte County
Community Action Marin
Community Action Agency of San Mateo County
Community Action of Ventura County
Community Action Partnership of Orange County
Community Action Partnership of Riverside
Community Action Partnership of San Bernardino
Community Enhancement Services
Community Resource Project
Department of Community Services and Development
Glenn County Human Resource Agency
Great Northern Corporation
Kings Community Action Organization
Maravilla Foundation
Metropolitan Area Advisory Committee
Pacific Asian Consortium in Employment
Redwood Community Action Agency
San Joaquin County Dept. of Aging Children's & Community Services
Self Help Home Improvement Project
Southern California Forum
Spectrum Community Services
Veterans in Community Service, Inc.

Director's Report

Lloyd Throne shared his thoughts on the upcoming election and the budget crisis. Congress returns this week with hopes of reaching a budget deal within the next month. Congress hopes to complete its budget by April 15th to comply with the 1974 Budget Act. Negotiators must set a top-line discretionary spending limit for appropriations bills. Including advance funding and "cap adjustments," the House budget would allow \$25.4 billion more than the President proposed for discretionary spending the fiscal 2009. In contrast, the Senate budget would allow only \$21.8 billion more. Lloyd said that the Energy Council is holding their regular meetings and is exceeding his expectations. He will defer to the Energy Council members for providing an activity report to the LSP.

Chair's Report

Val Martinez reiterated that the success of the Energy Council and felt the committee was doing an excellent job in making progress on policy and program priorities to include: funding formula, contract, and weatherization. The funding formula committee is currently evaluating the merits of a \$200,000 base funding formula, reviewing the formula factors such as energy costs, population, and climatic factors; and looking at new factors for possible inclusion in the LIHEAP Allocation Formula. She also talked about the importance of resource allocation planning and that every agency should be addressing this subject as a means to ensuring the best use of the limited funding available. The fact that agencies are running out of funding due to higher prices, extreme weather conditions, and current economic times further validates the need for prudent resource planning. There will be a roundtable discussion on resource allocation planning during the later portion of this meeting.

Energy Council Reports

Arlene Novotney led the discussion and provided a quick overview of the CSI program and said that the California Public Utility Commission will be soliciting a Request for Proposal for the role of Program Manager. She stated that CSD intends to submit a proposal and recently released a survey to the network of LIHEAP Service Providers to solicit the interest of providers in their participation in the CSI program. The survey is due to CSD by May 28, 2008. It was further added, that under the CSD proposal, installation training will be provided to services providers, and that the providers would generally be responsible for marketing and outreach activities and solar installations. Arlene reiterated that this is a great opportunity for agencies to get into the renewable energy market. The goal is to structure the program so that agencies receive full reimbursement for their costs. Additionally, a brief update on the solar water-heating project was given and that the first round of data logger data is being analyzed.

Fund Allocation Formula Committee – Val Martinez

The funding formula sub-committee has met on three occasions to discuss proposed allocation formulas, three factor formula and timelines for completion. CSD is currently updating climatic and energy cost data for the three factor formula. The sub-committee has set an August 1, 2008 deadline for the completion of the deliberation and recommendation to CSD.

LIHEAP Contract & Weatherization Committee – Kathy Kifaya

Kathy Kifaya commented on the Contract & Weatherization committee. She stated that the committee's efforts are focused on addressing the weatherization policy and the installation inconsistencies between the LIHEAP contract, and installation manuals. Kathy further added that the group is currently evaluating the need for more flexibility with determining the amount of energy cash assistance benefits under HEAP and Fast Track – to where agencies can set their own payments levels. Agencies need to be mindful of limitations of CSD's database systems and federal compliance requirements. The committee is continuing with their on-going discussions on this subject and hopes to offer a final recommendation by June 30, 2008, to allow sufficient time for the CSD IT Unit to implement.

Leveraging with Utility Companies – Val Martinez

Val Martinez and Jayson Wimbley held the discussion on Leveraging with Utility Companies. Val opened the discussion with a definition of leveraging. Leveraging shall be defined as a written, mutually agreed-upon sharing of resources between LIHEAP and LIEE programs that specifies how the utility and the LIHEAP provider in each service territory will increase the energy efficiency and improve the health, safety and comfort of low-income homes. It was suggested that the utilities be provided with ideas and models they could use as guides. The Energy Council hosted a meeting with representatives of the Investor-Owned Utility companies where the EC offered its position for adopting a standard definition of leveraging and expressed ideas for encouraging improved coordination and resource leveraging between utility and CSD energy program. Ideas offered included, a utility referral payment for LIHEAP funded furnace repair and replacement services provided to IOU customers and allocating a set-aside of LIEE funding to directly fund LSP provided LIEE weatherization services. The IOUs agreed to schedule a follow-up meeting after the submission of their 2009-2011 applications. More discussion on this idea is forthcoming.

Automation Update – Dennis Osmer

Dennis Osmer provided an update on the new direction for the Energy Automation project. Under the new direction, CCES has been retained under contract with CSD to design a standard version of ServTraq, also referred to as ServTraqLITE. The goal is to provide all LIHEAP Service Providers with a software application capable of supporting CSD's reporting and data collection requirements. Jayson added that CSD plans to expand its reporting requirements to capture detailed data reporting under LIHEAP Weatherization, WPO and ECIP EHCS – hopefully with the 2009 PY. The expanded data collection and reporting model will be similar to the data collection and reporting standards used for non-consideration cash assistance programs. Agencies will have the option of using ServTraqLITE, the full-version ServTraq, or their own system. Agencies should begin evaluating their organizational system needs and planning for the use of remaining automation set-aside funding under the 2006 PY. The department will issue a written communication restating these options and new direction.

Lunch Discussion – Update on CSD Website – Steve Wittmann

Steve Wittmann from CSD gave an update on the website to the providers during a working lunch.

Resource Allocation Planning Roundtable

Val Martinez opened the Resource Allocation Planning Roundtable. Godwin Aimua from Riverside stated the agency cannot serve everyone and that in 2003, Lois Carson, ED of Community Action Partnership of Riverside, sent a proposal to the Board of Supervisors to further educate the public on the energy program and to discourage their belief that the energy assistance program is a permanent solution to their problems. In 2004, and

for a limited period, the agency instituted a policy limiting cash assistance services to new clients with exception to the disabled. Val suggested that all agencies adopt a plan for running out of money due to weather, increase in population, high prices, etc. Suggestions were made to the providers to develop a training program to teach the population they serve what the energy program is all about and what it is designed to accomplish. The program should also provide education services to customers to teach them the skills they need to live on their own and to help them secure employment. It should be mandatory that all customers attend this training. If your agency supports more than one county, your dollars would best be used by dividing them between the counties according to the poverty level in each county. Another suggestion was made that agencies monitor their money allocation, taking into account the busy and slow times of the year. Riverside suggested that the agencies challenge their Board of Supervisors and propose obtaining more money from the Board to extend service to the low-income populations. Another thought was to focus on prevention, not emergency situations. Emergencies are more expensive and agencies were encouraged to have their customers come in for help before their situation becomes an emergency. Orange County said that leveraging is the key to serving the low-income people in their area. They said the population in the canyons and coastal areas use propane and that they do not get very many requests for propane, most of their money goes to pay regular electric bills. Orange County receives 60,000 phone calls regarding assistance per year. Most of these calls are requesting utility, food and rental help. The agency institutes new changes in its priority plans from year to year, which make it difficult to consistently serve the same customers. In an effort to save money, the agency brings in paid and non-paid volunteers and also uses local people who need jobs. They have rehab workers in the client information center and also use high school students who need to do community service work. The agency practices internal leveraging, stretches their resources and apply for every grant available. Their staff monitors the cash flow on a daily basis and they watch the weather reports for temperature fluctuation so as to not be surprised with a pending emergency. Orange County will ask for an extension on their contract if needed and they try to stretch the dollars to the end of the contract. A suggestion to other agencies was to look for help from resources in the local community. Sometimes local businesses help with cash assistance during emergencies. Riverside stated that they train their sub-contractors so that each operates the same way. Val Martinez commented on their resources for volunteers. She said that Redwood uses Vista volunteers to help with their program and develop student internships.

Creation of a Peer-To-Peer Resource Bank

Louise Perez from Community Resource Project opened this topic. Louise said that we need to develop a baseline curriculum for board development and a training program needs to be in place to train the trainers. She suggested that the agencies in the North help the agencies in the South and vice versa. Discussion was opened up to plan making resources available to each agency to develop their programs and also to develop modules created from the agencies experiences. Each agency would use the same modules so everyone would be on the same page. Shelly Hance suggested that we create traveling crews to do the training at the agencies.

Meeting was adjourned at 2pm